



Monthly SC Newsletter

6-HELP



February 1997

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How to Reach Us

Are you confused about the network or e-mail?? Are you ready to smash your PC??? Well, please don't - just call the Technical Support Center for help !!!! 846-HELP (846-4357)

Hours of Operation:

Monday - Friday 0700 - 1630

After Hours Network Problems:

Customers with network problems after normal duty hours (1630-0630), on weekends and holidays should use the following steps:

- Call **853-PAGE (3-7243)**.
- The paging system will ask for the pager code. At this point dial **1124**.
- The system will then ask you to enter your phone number. Do so and then hang up.

E-Mail Address:

HELPLINE@PLK.AF.MIL

Need help with UNIX or UNIX applications? UNIX questions should now be directed to the Technical Support Center at 6-HELP (6-4357). **Note:** 6-4341 is no longer a valid phone number.



DID YOU KNOW

You could add programs to your Start Menu? There are several ways to accomplish this. Choose the one you like best from the options below.

1. Click on Start; select Settings; Taskbar; and then the Start Menu Programs tab.
---OR
2. Click and drag group windows from the desktop to the Start button.
---OR
3. Click and drag .EXE files from My Computer or Explorer directly onto the Start button.
---OR
4. Drag them into a folder under the Windows folder called Start Menu.

TIP: The taskbar can be accessed via the keyboard by pressing CTRL+ESC keys.

TIP: The recycle bin stores the actual contents of a deleted folder and not the folder itself. Select RESTORE and the folder will be restored to its original location and will include all files.

ANNOUNCEMENTS / UPDATES / FIXES



Information Guide, Feb 97

The updated Computer Center Information Guide is available from the PL Home Page. The address is
**ORG_CHART/DS/SC/SCU/infoguid/
infoguid.htm**

Netscape 3.01 (UPGRADE ONLY)

Netscape 3.01 is available from the Web. If SC has installed an earlier version of Netscape on your system, you are entitled to this upgrade. Only customers with a valid license have access to this link. Follow the steps below to download the file.

1. Connect to <http://www.gov/netscape>. From the Username and Password Required dialog box, type your ug1 username and press the TAB key to move to the password box. Press [enter].
2. The Download Netscape Page is on the screen. Each licensed user is authorized to download one copy of this Netscape upgrade to a SINGLE GOVERNMENT-OWNED PC, UNIX Workstation, or Macintosh. Downloading to more than a SINGLE unit violates copyright law.
3. Single click on Enter your username: box and type your ug1 username.
4. Single click on Submit.
5. The Choose a Platform screen is visible. Single click on the platform you want to download the Netscape upgrade (Win95, Win3.1, etc.)
6. Accept "SaveAs" dialog box by single clicking on [Save]. This downloads the appropriate upgrade file to your Netscape subdirectory.
7. You must now install the upgrade. Steps will vary depending on the system, version of Windows, etc. We will briefly cover Win95 and Win 3.1 installation procedures.

Note: Close all programs and the Windows and Lotus SmartCenter Taskbars before continuing. This includes any TSR programs.

WIN95: From Windows Explorer, double-click on the filename that was downloaded in step 6 above. You are prompted "This will install Netscape Navigator 3.01.

WIN 3.1: On the Program Manager File menu, select Run and type path and filename (step 6) in the Command Line. Select OK . You are prompted "This will install Netscape Navigator 3.01.

Do you wish to continue? Answer YES, and follow the screen prompts.

The first time you access the new version of Netscape, you are asked to accept the licensing agreement. Single click Accept.

MS OFFICE 97 UPGRADE, DTV

HQ SSG/SSM has received Office 97 and tested it from both vendors. Look for shipping to begin around March 97. When officially on contract, the software will be distributed to users. We will notify you by email. The current plan is for the vendors to send the updates directly to the **ship to address on the 1155 or 1449**. You are entitled to the Office 97 upgrade if you purchased any of the following SLINS:

1001AA, 1001AB, 1001CY, 1001CZ, 1001BG, 1001BH, 1001BJ, 1001BK, 1002AA, 1002AB, 1002BE, 1002BF, 1002BG, and 1002BH.

Any order filled on or after the effective date of the contract modification will have Office 97.

PPP DIALIN

This service is now available. The dialin numbers are 853-3668 (LOCAL) or 1-800-522-2729 (LAB-CRAY). Setup instructions are available in the Technical Support Center, Bldg 412, Room 164.

Do you wish to continue?" Answer YES, and follow the screen prompts.